

Please Note

System Availability

There are a small number of clinics across our Trust that are not yet using the system and therefore will not allow you to self-check in. We have posters displayed in the areas informing you of these. In these areas our receptionists will check you in for your appointment.

Help and Assistance

Please ask any of our receptionists or volunteers if you require any assistance at any point. They are always happy to help you and will be able to assist and guide you through the process.

Eyesight Impairment

There is an icon to select on the front screen if your eyesight is impaired. By selecting this icon the system will assist you when using the check in screen.



Thank you for taking the time to read this leaflet and we hope you will take advantage of this service.

Your Contact Details

It is **very important** that you keep us updated with your telephone details as we may need to contact you or send you an appointment reminder.

Step 1 - At the telephone prompt on screen please select **Yes** to confirm it is correct or **No** to change it.

Step 2 - The next screen will then allow you to input the correct number. Please ensure you add the relevant area code e.g. **01254**.

Outpatient Self Check In Kiosks



Why Queue?

Safe | Personal | Effective

1. Look for our SELF CHECK IN SCREENS

Our kiosks are designed to allow patients to self-check in for their outpatient appointment and to **avoid queuing** at our reception desks.

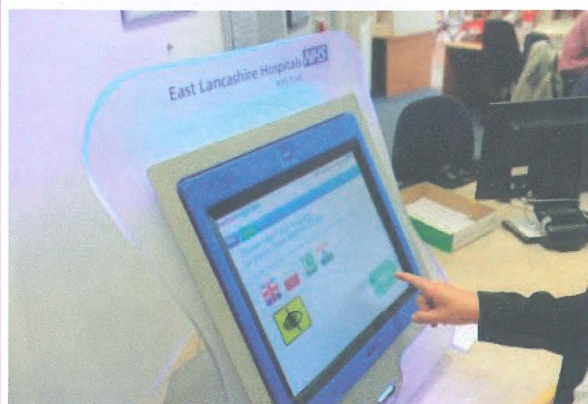
These kiosks are located at most of our outpatient clinic sites. Some are located at the entrance of the hospitals and some within the actual outpatient areas.

Please look for signs that will indicate where they are located, some are free standing units, some are desk based or wall mounted.

Below is a picture of a wall mounted unit.



2. Simply follow the ON SCREEN instructions



You will be asked to enter your:

- * Gender
- * Date and month of birth
- * Postcode

Then you will be asked to confirm that your details are **correct** by pressing the **YES** or **No** buttons which are displayed next to each box.

If you press **NO** you will **ONLY** be able to change your

- * Title
- * Telephone and mobile details
- * Ethnicity

Please inform the receptionist of any changes to your details as it is very important that we keep our records up to date.

3. Take a note of the clinic waiting area and please take a seat

Once you have successfully checked in; your appointment details will be displayed and you will be directed to the relevant clinic area and requested to take a seat.

If you are **unsure** that you have successfully checked in please visit our receptionist who will be able to confirm this for you.

It is very important that you follow the instructions on the screen for the location and waiting area of your clinic.

